

# Claimant Portal: File A Claim Quick Guide



## Before You Begin: Be Prepared

*Prepare your Claimant Portal account before you file a claim application for unemployment benefits with the Idaho Department of Labor.*

## Prepare, Step 1: Gather Your Employment and Personal Information

To accurately file an unemployment benefits claim application, you need to gather some employment and personal information.

- Social Security number
- Driver's License number or State Identification number
- Alien Registration number and card (if you are not a United States citizen)
- Work History details for each employer with whom you worked during the past two years, including:
  - Business name
  - Business address (physical work site and corporate office address, if different)
  - Business phone number
  - Employment start and end dates
  - Gross earnings total before deductions
  - Reason for separation from employment
  - DD form 214, Member 4, Certification of Release or Discharge from Active Duty (if you performed active duty military service, including National Guard and Reserve, for at least 90 days in the past 2 years)
- Pension or retirement details including dates and amounts received, if any
- Referral labor union membership information for a building or trades union who regularly refers you to full-time work, if any
- Temporary disability workers' compensation details, if any

## Prepare, Step 2: Update Your Claimant Portal Account

**Update Your Profile:** It is *ideal* to have your identity verified prior to filing a claim application for unemployment benefits. Identity verification occurs when you update your profile with your personal, contact, and demographic information. Follow the steps in the [Claimant Portal Quick Start Guide](#).

**Manage Your Work History:** Follow the *Manage Your Work History* how-to process in the complete [Claimant Portal User Guide](#). Ensure that all wages you were paid in the past two years are accounted for so you receive the correct total benefit amount and weekly benefit amount in your claim's monetary determination.

- Confirm the wages paid to you by Idaho employers, which Idaho Department of Labor has on file.
- Add to your work history any missing Idaho employer, out-of-state employer, federal government agency, military branch, and self-employment work.



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August 2016

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# Claimant Portal: File A Claim Quick Guide



## File an Unemployment Claim Application: **Start Here**

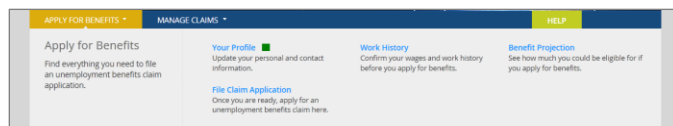
*You are ready to file an unemployment benefits claim application. This may take 30 to 45 minutes.*

Begin on the Claimant Portal website at: [labor.idaho.gov/ClaimantPortal](http://labor.idaho.gov/ClaimantPortal).

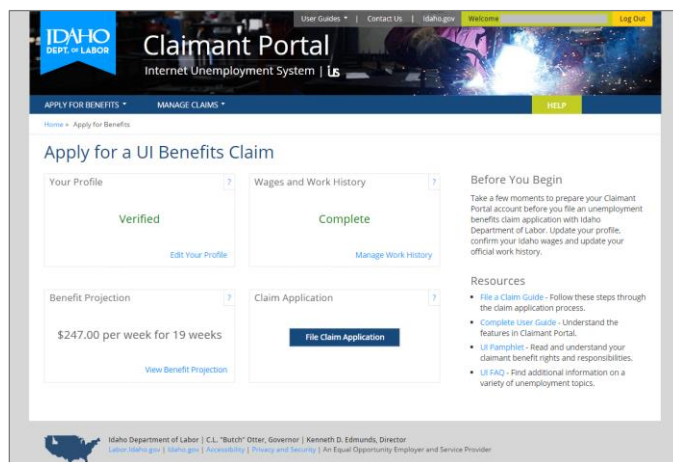
Login to Claimant Portal and access your Claimant Portal Home screen.



Hover over the Apply for Benefits menu option.



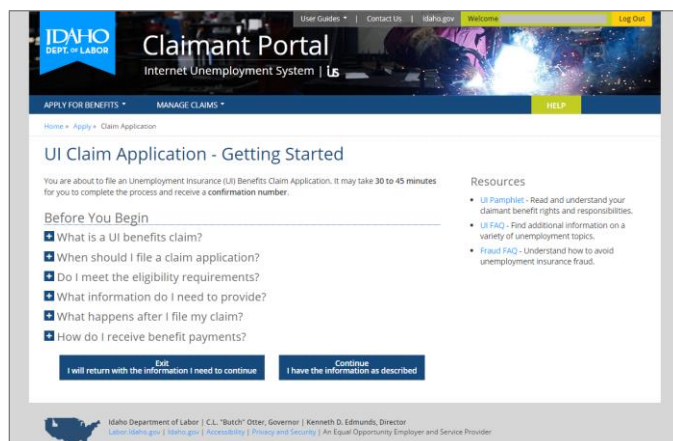
Click the *Apply for Benefits* menu option to access the Apply for a UI Benefits Claim landing page.



Find the Claim Application flip card and click the blue *File Claim Application* button to access the UI Claim Application - Getting Started screen.

## UI Claim Application: **Getting Started**

*The UI Claim Application – Getting Started screen provides an overview of unemployment benefits.*



# Claimant Portal: File A Claim Quick Guide



The *Before You Begin* section explains answers to some basic questions you may have and advises you of the information that you will need to gather prior to filing your claim application.

Click the + accordion FAQ on a question to see the answer.

Click the – accordion FAQ on a question to hide the answer.

Once you have familiarized yourself with the claim process and understand your rights and responsibilities as a claimant, you are ready to begin the unemployment benefits claim application.

Click the *Continue I have the information as described* button to begin the claim application process and continue to the Start – Help Prevent Unemployment Insurance Fraud screen.

**Note on saved data:** As you proceed through the claim application, each time you select the Next button, your responses will be saved. Then, if you stop midway through and return to your claim later, you will see a Continue Claim Application button instead of a File Claim Application button.

## UI Claim Application: Start - Help Prevent Unemployment Fraud

The Start – Help Prevent Unemployment Insurance Fraud screen has details about the penalties associated with making a false statement or withholding information.

It is important for you to provide accurate and complete information to Idaho Department of Labor.

Please read this screen to ensure you understand the penalties associated with making a false statement or withholding information, and understand how to prevent fraud by accurately representing yourself and providing true and correct information.

Certify that you understand and agree to the terms, conditions, and consequences of making a false statement or withholding information from your claim application.

Click the Next button to save your response and continue to the Step 1 - Citizenship screen.

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## UI Claim Application: Step 1 – Citizenship

The Step 1 – Citizenship screen requires you to identify your citizenship status as a United States citizen, an authorized alien, or not authorized to work in the United States.

The screenshot shows the 'Step 1 - Citizenship' screen. It has a header with 'IDAHO DEPT. OF LABOR' and 'Claimant Portal Internet Unemployment System'. Below the header is a navigation bar with 'APPLY FOR BENEFITS' and 'MANAGE CLAIMS'. The main content area has a breadcrumb trail: 'Home > Apply > Claim Application'. The title is 'UI Claim Application'. Below the title is 'Step 1 - Citizenship'. There are three radio button options: 'U.S. Citizen - You are a citizen or national of the United States according to U.S. Citizenship and Immigration Services (USCIS) guidelines and you can provide proof through a valid birth certificate or Social Security card upon request by Idaho Department of Labor.', 'Authorized Alien - You are permitted to work in the United States due to having an Alien Registration Receipt Card, also known as a green card, or an Employment Authorization Document, also known as a work permit.', and 'Not Authorized - You are not a U.S. citizen, you do not have a green card, and you have no work permit.' The 'U.S. Citizen' option is selected. At the bottom are 'Previous' and 'Next' buttons. A footer contains contact information for the Idaho Department of Labor.

Select the Citizenship answer that best represents your circumstances.

If you select the Authorized Alien option, you must provide your Immigration Document Type, Authorized Alien Number, Authorization / Entry Date, and Work Authorization Expiration Date.

The screenshot shows the form for the 'Authorized Alien' option. It includes a dropdown menu for 'Immigration Document Type', and text input fields for 'Authorized Alien Number', 'Card Number', 'Authorization / Entry Date', and 'Work Authorization Expiration Date'.

Click the Next button to save your response and continue to the Step 2 - Other States screen.

## UI Claim Application: Step 2 – Other States

The Step 2 – Other States screen requires you to indicate if you have filed an unemployment claim in any other state.

The screenshot shows the 'Step 2 - Other States' screen. It has a header with 'IDAHO DEPT. OF LABOR' and 'Claimant Portal Internet Unemployment System'. Below the header is a navigation bar with 'APPLY FOR BENEFITS' and 'MANAGE CLAIMS'. The main content area has a breadcrumb trail: 'Home > Apply > Claim Application'. The title is 'UI Claim Application'. Below the title is 'Step 2 - Other States'. The question is 'Other State Benefits: Have you filed for unemployment benefits in any other state in the past 12 months?'. There are two radio button options: 'Yes' and 'No'. The 'No' option is selected. At the bottom are 'Previous' and 'Next' buttons. A footer contains contact information for the Idaho Department of Labor.

Select the Other State Benefits answer that best represents your circumstances.

If you filed for benefits in another state, you must contact that state to see if you can continue to draw benefits from that claim. The Career One Stop website contains this contact information.

Click the Next button to save and continue to the Step 3 - Military screen.

# Claimant Portal: File A Claim Quick Guide



## UI Claim Application: Step 3 – Military Service

The Step 3 – Military Service screen is related to whether you had active duty military employment.

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Claimant Portal  
Internet Unemployment System | ID

APPLY FOR BENEFITS \* MANAGE CLAIMS \* HELP

Home » Apply » Claim Application

Start 1 Citizenship 2 Other States 3 Military 4 Railroad 5 Eligibility 6 Work Search 7 Work History Submit

### UI Claim Application

#### Step 3 - Military Service

**Military Service\***  
Have you served in the Military, including National Guard and Reserve, on active duty for at least 90 days, during the past two years? ☐ Yes ☐ No

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**Military Service**  
If you belonged to the Army, Navy, Air Force, Marine Corps, or Coast Guard, you must provide a legible copy of your DD Form 214, Member 4 to the address or fax number below within 14 days. Failure to provide a copy will result in your military wages not being used in the calculation of your benefit amount. If you were a member of the National Oceanic and Atmospheric Administration (NOAA), you must provide a copy of your Form 56-16 within the next 14 days. Nothing more will be done on your claim and no payments will be made until the Idaho Department of Labor receives your DD Form 214, or Form 56-16.

Benefits Bureau LUX Unit  
317 West Main Street  
Boise, ID 83735  
Fax (208) 334-6400

**Physical Location**  
A claim for benefits using military wages may be filed in any state you choose, but you must be physically located in that state at the time you file the claim.

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Select the *Military Service* response that best represents your circumstances.

If you select Yes, you are required to answer an additional question related to your physical location. The system will then determine whether you can continue your claim.

*If you performed active duty military service, including National Guard and Reserve, for at least 90 days in the past two years, please double-check that you included those military wages in your official work history before you complete this claim application.*

Click the Next button to save your response and continue to the Step 4 - Railroad screen.

## UI Claim Application: Step 4 – Railroad

The Step 4 – Railroad screen requires you to indicate if you had railroad employment with which you applied for a railroad unemployment claim.

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Internet Unemployment System | ID

APPLY FOR BENEFITS \* MANAGE CLAIMS \* HELP

Home » Apply » Claim Application

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### UI Claim Application

#### Step 4 - Railroad

**Railroad Benefits\***  
During the last two years, have you applied for unemployment benefits from the railroad? ☐ Yes ☐ No

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You cannot draw State Unemployment Insurance benefits and Railroad Unemployment Insurance benefits at the same time. You must choose under which program you want to file a claim.

United States Code Title 45, Chapter 11, Section 363(b) provides that no railroad employee shall have or assert any right to unemployment benefits under an unemployment compensation law of any state with respect to unemployment based upon employment that is covered under the Railroad Unemployment Insurance Act (RUIA).

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Select the *Railroad Benefits* response that best answers the question for your circumstances.

If you select Yes, you will need to answer an additional question about whether you want to file for railroad or state unemployment benefits.

Click the Next button to save your selections and continue to the Step 5 - Eligibility screen.

# Claimant Portal: File A Claim Quick Guide



## UI Claim Application: Step 5 – Eligibility

The Step 5 – Eligibility screen requires you to answer a number of questions related to your eligibility for unemployment benefits.

For each question, select the answer that best describes your circumstances. Answer honestly and accurately to ensure the details on your claim record are correct.

A few of the questions require you to provide more information by answering supplemental questions and entering dates and dollar amounts.

### Commuter

If you reside in a state that borders Idaho and commute into Idaho, you must provide your county of residence, commuter status, and indicate whether you cross the state line to work.

### Full-Time Work

If you file your claim the final week you worked for an employer and you worked 40 hours that final week, your claim will be considered invalid. This is because an unemployment claim is valid when filed during a week when fewer than 40 hours have been worked by the claimant.

### Refusal of Work

Indicate whether you refused a job or turned down an offer of work from an employer since you became unemployed.

### Professional Athlete

Indicate whether you performed services as a professional athlete in the past two years.

### Elected Official

Indicate whether you received wages for service as an elected official.

### Corporate Officer

Indicate whether you received wages for service as a corporate officer.

### Referral Labor Union

If you are a member in good standing with a building or trades union who regularly refers you to work, you must provide details about the labor union such as the union name, union

# Claimant Portal: File A Claim Quick Guide



identification number, and union phone number. This could impact your work search status during the period of time that you are registered with that referral labor union.

## Workers' Compensation

If you have applied for or if you currently receive temporary disability workers' compensation, you must provide the start date, dollar amount, and payment frequency. This could impact your benefit amount during the week or weeks that you receive a workers' compensation payment.

## Disability

If you have suffered a total temporary disability during the last three years that prevented you from working, you must provide the date the disability started and the date the disability ended.

## Pension/Retirement

If you have applied for or if you currently receive payments from a pension or retirement account other than Social Security, you must indicate whether you contributed to that pension or retirement, and provide the start date and dollar amount of the pension or retirement.

## Other Income

If you have been paid or will be paid for any other type of income, you must report it. This includes other income such as vacation, holiday, bonus, or severance pay. This also includes one-time payments, lump-sum payments, and repeat payments.

Once you have answered all Step 5 Eligibility questions, you are ready to continue.

Click the **Next** button to save your responses and continue to the Step 6 - Work Search screen.

## UI Claim Application: Step 6 – Work Search

*The Step 6 – Work Search screen requires you to answer questions related to your work search activities and the type of work you will look for.*

For each question, select the answer that best describes your circumstances. Answer honestly and accurately to ensure the details you provide on your claim record are correct.

## Full-Time Work

Indicate whether you are willing to seek and accept full-time work, typically 40 hours in a week.

## Able to Work Full Time

Indicate whether you are physically and mentally able to perform full-time work.

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## School/Training

Indicate whether you are *currently* enrolled in or attending school or a training program. This includes any class you became enrolled in or attended this week. This does not include any class you plan to enroll in or attend at a later date.

## Transportation

Indicate how you intend to conduct your in-person work search activities.

## Miles

Indicate the approximate number of miles you are willing to travel one way to work.

## Dependent Care

Indicate what arrangements you have made to provide care for children or other dependents who would otherwise affect your ability to find work.

Once you have answered all Step 6 Work Search questions, you are ready to continue. Click the Next button to save your responses, and continue to the Step 7 - Work History screen of the claim application.

## UI Claim Application: Step 7 – Work History

*The Step 7 – Work History screen requires you to confirm that your work history for the past two years is accurate and complete. It displays Idaho wages you already confirmed and work history entries you added for each missing employer including Idaho, out-of-state, federal government agency, military branch, and self-employment work.*

**UI Claim Application**

**Step 7 - Work History**

I certify that I have reviewed the work history listed below and it is accurate. I certify I have included all jobs held in the last 2 years, regardless of the type of work performed or length of job. I have included all periods of:

- Self-employment work,
- Part-time work,
- Full-time work,
- Temporary/staffing agency work,
- Military service,
- Government agency work, and
- Employment performed outside the state of Idaho.

I understand that the work history listed below will be used to determine my monetary eligibility on this unemployment benefits claim application. I understand that any change I make to my work history after I submit this claim application will not be included in the determination for monetary eligibility. I understand that failure to provide complete work history information at this time will delay payment of benefits until that information is provided. By completing this information online, I hereby authorize these employers to release the information necessary to Idaho Department of Labor for the purpose of determining my eligibility for unemployment insurance benefits.

☐ I agree.

**Wage Summary**

Employer Name	Work History	APR-JUN 2015	JUL-SEP 2015	OCT-DEC 2015	JAN-MAR 2016	Total	Removed
	Completed						
Total							

**Work History Summary**

Employer Name	Start Date	End Date	Separation Reason

[Manage Work History](#)

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## Wage Summary

Each employer listed in the Wage Summary table should be an Idaho employer with whom you worked. The Work History column indicates each employer's status on your account.

- **Completed** is an employer for whom *you have confirmed* work history details. This employer is on your official work history and will be included in the monetary determination for your unemployment claim application.
- **Missing** is an employer for whom *you have not confirmed* work history details.

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→ If an employer has a *Missing* work history status, click the *Manage Work History* button to return to the Work History screen where you can update your employment details.

The quarters listed in the Wage Summary table are the calendar quarters that are included in the base period of your claim. The quarters do not reflect your entire work history for each employer because your employment could have spanned quarters prior to or after the quarters listed.

## Work History Summary

The Work History Summary is your official work history from the past two years that is on record with Idaho Department of Labor. It contains all employers with whom you confirmed your employment including each Idaho employer, out-of-state employer, federal government agency, military branch, and self-employment work. These wages will be used to determine your monetary eligibility on this claim application.

*If every employer you worked for is listed in the Work History Summary*, you must acknowledge that you understand the work history will be used in the monetary determination of this claim.

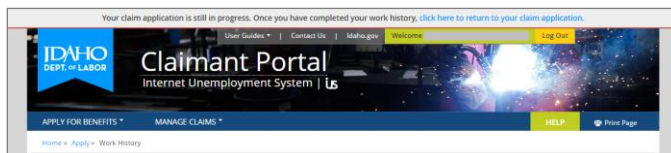
Next

Click the *Next* button to save your selection and continue to the Preliminary Work Search Status popup.

*If an employer you worked for is not listed in the Work History Summary*, you should add the missing employer to your official work history before you continue with your claim application.

Manage Work History

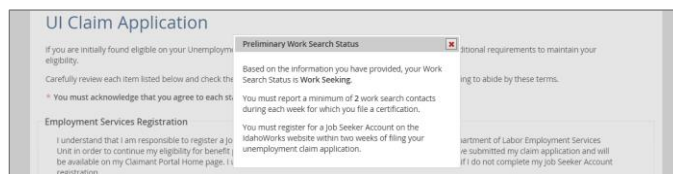
Click the *Manage Work History* button to be temporarily taken out of the claim application and returned to the Work History screen.



While on this screen, a notification header bar will be displayed to remind you to continue with your claim application once you have finished making updates to your work history. Refer to the *Manage Your Work History* how-to process in the [Claimant Portal User Guide](#).

## UI Claim Application: Preliminary Work Search Status

*The UI Claim Application – Preliminary Work Search Status popup requires you to review the work search status that you will have once you submit your claim application.*



Once you have reviewed the *Preliminary Work Search Status* details provided to you, click the **X** button in the top right-hand corner of the popup to close it and continue to the Submit screen.

Continue to page 10 of this File a Claim Quick Guide.

# Claimant Portal: File A Claim Quick Guide



## UI Claim Application: **Submit**

*The UI Claim Application – Submit screen requires you to review and understand the terms and conditions of your claim application for unemployment benefits.*

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APPLY FOR BENEFITS • MANAGE CLAIMS • **HELP**

Home • Apply • Claim Application Start 1 Citizenship 2 Other Status 3 Military 4 Railroad 5 Eligibility 6 Work Search 7 Work History **Submit**

### UI Claim Application

If you are initially found eligible on your Unemployment Insurance (UI) benefits claim, you must fulfill a number of additional requirements to maintain your eligibility. Carefully review each item listed below and check the corresponding box to indicate that you understand and are willing to abide by these terms.

\* You must acknowledge that you agree to each statement before you submit this application.

**Employment Services**

I understand that I am responsible to register a Job Seeker Account on IdahoWorks with the Idaho Department of Labor Employment Services in order to continue my eligibility for benefit payments. A link to IdahoWorks will be provided to me after I have submitted my application and will also be available on my Claimant Portal Home page. I understand that payment of my claim may be delayed or denied if I do not complete my Job Seeker Account registration.

☐ I agree.

**Reemployment Services and Eligibility Assessment Interview**

I understand that I may be required to complete a Reemployment Services and Eligibility Assessment interview at some point during my claim. I will be notified via email of my interview date and time. I will ensure the mailing address on my Claimant Portal profile is kept current and accurate, and I will read and respond to correspondence sent to me in relation to my unemployment benefits claim. I understand that if at any time I fail to provide information requested by the Idaho Department of Labor, I may be found ineligible to receive benefits.

☐ I agree.

**Weekly Certification Filing**

I understand each of the following:

- I should file a certification application for each week that I wish to receive a benefit payment.
- I will have an unpaid waiting week for the first eligible week I file.
- I must report two work search contacts with employers each week while I am in a work-seeking status.
- I should continue to file weekly certification applications even if there is a pending issue or appeal on my claim.

☐ I agree.

**Reporting Income**

I understand that if I do any work during a week for which I claim benefits, my total wages before taxes, including military reserve drill pay or self-employment income, must be reported for the week in which the work was performed regardless of when I will be paid.

☐ I agree.

**Work Search Requirements**

I acknowledge that upon completion of my claim application, Idaho Department of Labor will send me an email with my work search requirements. I certify that I will open, read, and understand the requirements. I also acknowledge that my current work search status will be provided to me on the Manage Claims section of my Claimant Portal account. I understand that it is my responsibility to know my work search requirements and to follow all instructions provided to me in reference to my current work search status.

☐ I agree.

**Benefit Rights and Responsibilities**

I am responsible for knowing the information in the UI Pamphlet, which explains my rights and responsibilities while I claim unemployment insurance benefits. I am aware that denial of benefits may result from not following the instructions in the UI Pamphlet. I understand that a direct link to the UI Pamphlet is located on my Claimant Portal Home screen, and once my claim application has been processed, a copy of the UI Pamphlet will be mailed to me along with my monetary determination.

☐ I agree.

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You are required to read, understand and agree to the terms and conditions put forth by the Idaho Department of Labor.

You are expected to understand the claimant benefit rights and responsibilities that are outlined in the UI Pamphlet. Idaho Department of Labor can refer back to the information it contains at any time during the eligibility determination process.

Once you have agreed to all the terms and conditions, you may proceed to file your claim.

Click the *Submit Claim Application* button to file your claim application with the Idaho Department of Labor and access the UI Claim Application - Complete screen.

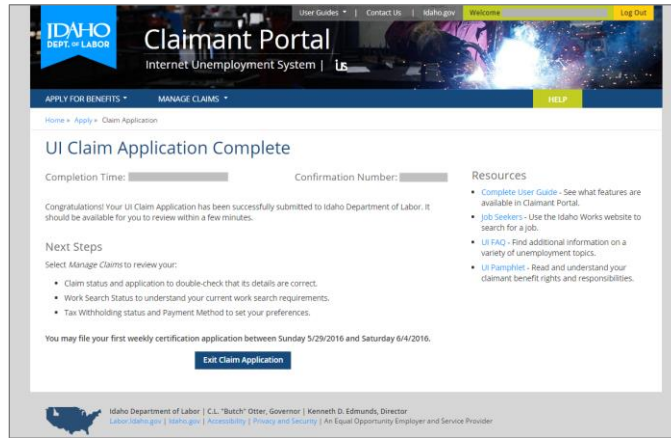
Continue to page 11 of this File a Claim Quick Guide.

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## UI Claim Application: Complete

The UI Claim Application – Complete screen is a read-only screen that displays the completion information about your unemployment benefits claim application.



In addition to the completion time and confirmation number, links to resources are provided to help you fully understand your claimant benefit rights and responsibilities, perform job searches on the Idaho Works website, and be more fully informed about your unemployment benefits.

If you return to the *Apply for Benefits* landing page, your Claim Application flip card should display a new status of *Current Claim On File*.

→ **If your Claim Application info card displays a Claim Processing status**, your claim has been submitted to the Idaho Department of Labor but has not finished being processed. Please be patient. It may take a few minutes for it to be completely processed.

## What Happens Next? It's Up To You.

### View Your Current Claim Status

See the status of your current unemployment claim with the Idaho Department of Labor and review the details you provided in the claim application. Follow the *View Your Claim History* how-to process in the complete [Claimant Portal User Guide](#).

### Know Your Work Search Status

Know your current *work search status* and understand what is required of you while you claim unemployment benefits. Follow the *View Your Work Search Status and Contacts* how-to process in the complete [Claimant Portal User Guide](#).

### Select Your Payment Method and Tax Withholding Status

Before you start to file weekly certification applications, you need to set your preferences for both Payment Method and Tax Withholding. Follow the steps provided in the *Change your Payment Method* how-to process and the *Change Your Tax Withholding Status* how-to process, which are both located in the complete [Claimant Portal User Guide](#).

### File a Weekly Certification Application

You should file a certification application each week to receive a benefit payment from your unemployment claim. Follow the steps provided in the [File a Certification Quick Guide](#).